

HP StorageWorks

Continuous Access EVA license key installation instructions



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Complete the following procedure to install a replication license key:

1. On the EVA management server, set the default e-mail message format to ASCII.



Note

ASCII format must be used when copying the replication license key from e-mail. Non-ASCII characters disrupt license key validation.

The method for changing the message format varies by e-mail application. For example, the following steps change a Microsoft¹¹ Outlook message format to ASCII:

- a. Select **Options** from the Tools menu.
- b. Click the **Mail Format** tab.
- c. Select **Plain Text** for Send in this message format.
- d. Click **OK**.
2. Navigate to HP StorageWorks Command View EVA.
3. Click **Agent Options**.
4. Click **Licensing Options**.
5. Click **Enter new license key**.
6. Open the e-mail that contains the license key (see the license key retrieval instructions in the license kit).
7. Copy *only* the second paragraph of the license key information. For example, the lines shown in bold typeface below:
Hewlett-Packard Company - V3.5b GTLicensing Fulfillment System
This message in its entirety may be placed into your license file. Use an ASCII Text Editor to avoid introducing characters which will invalidate the license file. If you have any problems installing this license key, contact the parties listed on the associated license documentation or web site.
8. Return to HP Command View EVA and paste the license key in the Enter New license key box.
9. Click **Add License**.



Caution

Do not copy the introductory paragraph into HP Command View EVA, or the license key may not be accepted.